



# Missouri Department of Mental Health

## Office of Deaf Services

### Deaf Services Advocates Training Outline

#### **Introductions and Q/A from Pre-Training**

- Introductions
- DMH Deaf Services Training Review and Q/A
- MN-DHHS Working with People with Hearing Loss Training Review and Q/A

#### **Introduction to Hearing Loss and Assistive Technologies**

- Defining Deaf and Hard of Hearing
- Prevalence, Types, and Causes of Hearing Loss
- Essential Audiology
- Hearing Aids and Cochlear Implants

#### **Introduction to Deaf Education**

- IDEA and Education Access
- Early Detection and Early Intervention Programs
- Approaches to Language and Communication
- Placement and Education Options
- Lunch/Video: *What the Eyes Reveal About the Brain: Advances in Human Language Acquisition*

#### **Ethics: Cultural Competence and Scope of Practice**

- Cultural Barriers and Cultural Competence
- Boundaries of Competence
- Developing Competence in Deaf Mental Health Care

#### **The Legal Basis for Accessible Services**

- The Deaf Services Parity Gap
- Americans with Disabilities Act, Titles II and III
- Rehabilitation Act, Section 504
- Civil Rights Act, Title VI
- Missouri Human Rights Act
- DMH Contracts
- Reasonable Accommodations
- Landmark Case Law: Tugg v Towey

#### **The DMH Deaf Services System: Access and Standards of Care**

- Culturally and Linguistically Affirmative Care: DMH's Specialized Service Delivery Options for Deaf and Hard of Hearing Consumers
- Culturally Appropriate and Linguistically Accessible Care: Requirements for all CMHCs and ADA Providers

#### **Introduction to Advocacy and the Role of the Deaf Services Advocate**

- Introduction to Patient Advocacy
- The Role of the Deaf Services Advocate

#### **Model Training: *Meeting the Service Needs of Deaf and Hard of Hearing Consumers***

- Introduction to Deaf and Hard of Hearing
- Deaf Mental Health Services Parity
- Overcoming Barriers in Serving Deaf Consumers
- The DMH Services System: Access and Standards of Care

#### **Ongoing Supports for Deaf Services Advocates and Final Q/A**